

## ABSTRACT OF THE DISCLOSURE

[63] A small group of service providers, including specialists in various workplace issues, provides workplace services and products, such as human resource, legal, tax, accounting, environmental, financial, regulatory, governmental, technological, medical, consulting and marketing services to a large group of employer clients by using a database of information concerning the employers and their contacts. Each contact is assigned a unique ID code. When a situation arises that requires workplace resource services, a contact places a telephone call to a predetermined "helpline" telephone number. A specialist answers the call and receives the unique ID code from the contact. Alternatively, the contact may send an e-mail message from a web site that requires the ID code to access it. In either case, when the received ID code is entered into the database, information concerning the client is displayed to the specialist. This client-specific information allows the specialist to tailor advice to the specific question raised by the contact. Both the questions raised by the contact and the response given by the specialist are placed into predefined categories by the specialist at the time that the response is made. The call, the response and these categories are then stored in the database for later reference.